Arizona Department of Health Services	Effective Date: 03/01/2007
Office for Children with Special Health Care Needs	**Last Review Effective Date:**
Children's Rehabilitative Services Administration	**02/13/2008**
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.7

SUBTITLE: Inter-Rater Reliability Testing

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to ensure that the Children's Rehabilitative Services (CRS) Contractors make consistent decisions. CRSA conducts inter-rater reliability review of CRS Contractor staff responsible for activities related to:

- Prior authorization;
- Concurrent review;
- Medical eligibility determination.

PROCEDURE:

1) CRS Contractor staff including the CRS Medical Director involved in prior authorization, concurrent review, retrospective review, and eligibility determination decisions are required to attend inter-rater reliability (IRR) training and testing annually. The CRS Contractors must require new employees responsible for the above activities to attend IRR testing within six (6) months of hire. CRSA Medical Management (MM)/Utilization Management (UM) staff monitors proof of IRR course completion during periodic CRS Contractor site visits.

2) IRR testing and training results are also evaluated during administrative review. CRSA MM/UM staff randomly selects a sample of prior authorization, concurrent review, and retrospective review records to ensure IRR standards are met. Standard tools are developed with all the required elements for prior authorization, provider service requisition, concurrent review, and retrospective review. Each required element is assigned a score. CRS Contractors are expected to receive a minimum performance score of 75 percent with a goal of 90 percent.

3) IRR testing results are shared with the CRSA MM/UM Committee and the CRS Contractors. A corrective action plan (CAP) is initiated and monitored until desired outcomes are achieved.

Approved:	Date:
(signature)	2/18/08
CRSA Administrator	
(signature) M.D.	2/18/08
CRSA Medical Director	